

## IT Services PWS

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## **1.0 INTRODUCTION/BACKGROUND**

### **1.1 Streamlined, Performance-Based Processes**

The Military Surface Deployment and Distribution Command has streamlined the processes involved in soliciting, evaluating, awarding and administering contracts for Information Technology (IT) Services. The process maintains a competitive environment, while considering the needs of both customers and suppliers, focuses on reducing costs and implementing performance-based contracts.

### **1.2 Background**

Military Surface Deployment and Distribution Command, headquartered in Alexandria, VA is a major U.S. Army command and a vital component of the U.S. Transportation Command. Since its establishment in 1965, SDDC has played a vital role in our nation's defense by providing support to every war, major contingency, training exercise and humanitarian relief operation where our military forces have been deployed.

SDDC's mission is to provide global surface transportation to meet national security objectives in peace and war. With the help of our industry partners, SDDC accomplishes its mission. SDDC executes its mission through three core processes. They are: surface movements, personal property and passenger movement, and deployability engineering.

*[Add additional explanatory information concerning the mission of SDDC Information Management].*

## **2.0 SCOPE**

*[Insert detailed description of the scope of work.]*

## **3.0 CONTRACTOR DUTIES**

### **3.1 General**

General duties and requirements of the Contractor are defined within this section. Duties and requirements specific to the particular terminal(s) within the scope of this contract are defined in Section 6.0 below.

**3.1.1 Definition of a Performance Requirement.** Performance Requirements are described as performance objectives, measures, and standards in the following manner:

- **Performance Objective** – A statement of the outcome or results.
- **Performance Measures** – The critical characteristics of the objective that will be monitored by the Government.
- **Performance Standards** – The targeted level or range of levels of performance for each performance measure, relating to the Acceptable Quality Level (AQL) for the objective.

The Government will evaluate specified Performance Measures and Standards.

### **3.1.2 Use of Performance Measures/Standards**

Not every performance objective in this contract has a related performance measure or performance standard. However, every performance objective is a contractual requirement. For those performance objectives that do not specify a measure or standard, the measures and standards are in accordance with standard commercial practices.

### **3.2 Program Management Support**

Program Management Support involves providing assistance to SDDC program managers in conducting oversight and management of SDDC IT programs. Program Management is comprised of Program Support, Life Cycle support and Planning Support. Program Support includes but is not limited to: Facilitation Support, Economic

Analysis, WBS Analysis, MOU / MOA / TPA's, meeting support- plan schedule, report on meetings, Project Schedule and Control, Project Management (Scope Management). Life Cycle support includes but is not limited to: IT Asset Management, Life Cycle Management. Planning Support includes but is not limited to: Strategic Planning Support, Program Management planning (including risk management).

**Performance Objective No. 1:** The Contractor shall, at the request of the COR, plan, organize, schedule, attend, facilitate and report on meetings, conferences and symposia. Meeting criteria must be met.

- Performance Measure: Provide documents (hardcopy and electronic) within two (2) days of the meeting milestone, or as specified by the COR
- Performance Standard: 95% of the deliverables are timely and accurate.

**Performance Objective No. 2:** The Contractor shall, at the request of the COR, perform technical analyses to include economic analyses and project plan analyses.

- Performance Measure: Provide reports (hardcopy and electronic) within five (5) working days of the conclusion of the analysis
- Performance Standard: 95% of the deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 3:** The Contractor shall prepare, handle and process MOU's, MOA's, and TPA's in accordance with established policies and procedures provided by the COR.

**Performance Objective No. 4:** The Contractor shall assist the Government Program Manager in tracking projects costs, schedule, risk, resource utilization, and scope.

**Performance Objective No. 5:** The Contractor shall track the status and resolve issues related to the assignment of IT assets and maintenance contracts for a program.

**Performance Objective No. 6:** The Contractor shall support the Program Office in developing documentation to support life cycle management.

**Performance Objective No. 7:** The Contractor shall support the Program Office in preparing inputs to the MSDDC IT portion of the MSDDC strategic plan.

### **3.3 Research, Analysis and Design**

**Research, Analysis and Design** involve conducting a wide spectrum of analyses, surveys, studies and designs related to IT initiatives. **Research** includes but is not limited to market surveys, site surveys, feasibility studies, technology infusion and IT study. **Analysis** includes but is not limited to: resource analysis, risk analysis, gap analysis, workflow analysis, functional analysis, business process analysis, cost analysis, interface systems analysis, technical assessments, impact analysis, transition analysis, technology benchmarking, enterprise architecture analysis, requirement analysis, business transformation and data modeling. **Design** includes but is not limited to system design, dataflow diagrams / documentation, data modeling, network design, telecommunications architecture design, joint application development and design and critical design review.

**Performance Objective No. 8:** The Contractor shall perform research as required.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of study or survey, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 9:** The Contractor shall develop, conduct and document analyses as required.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of an analysis, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 10:** The Contractor shall develop designs as required, resulting in schematics, models, or other documentation.

- Performance Measure: provide design documentation (hard copy and electronic) within 10 working days of completion of design or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

### 3.4 System Development

System Development involves the creation or reengineering of a logical series of applications that perform required business function(s). This will include but not be limited to: design reviews (PDR & CDR), software / system coding, testing, demonstrations, documentation and acceptance by the COR.

**Performance Objective No. 11:** The Contractor shall prepare for and present PDRs and CDRs in accordance with established standards and schedule. The contractor shall provide PDR and CDR documentation (hard and electronic copy) and presentation to the Government within 10 days of design approval or as required by the COR.

**Performance Objective No. 12:** The Contractor shall provide services in support of system / application development, reengineering and / or COTS software integration for all aspects of development.

**Performance Objective No. 13:** The Contractor shall provide system engineering interfaces and / or custom application development for stated requirements. Evaluate and develop systems applications within established schedule and costs.

- Performance Measure: provide code that is fully operational, functional and abort free
- Performance Standard: the inputs and the functional processes performed on the inputs result in the expected outputs with no critical errors when its goes to IV&V.

Level of Severity	Type of Error	Acceptable # of Occurrences	Corrective Action
1	Critical (failure) – The system crashed and will not function. There is no work around.	0 per release / update	Fix Immediately
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	1 per release / update	Fix with next emergency release
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	5 – 10 per release / update	Fix in next normal release schedule
4	Cosmetic – a nice to have; no effect on user performance system or design, such as incorrect color screen, different graphic	10 – 15 per release / update	Fix as required by COR

**Performance Objective No. 14:** The Contractor shall maintain the operating system tools, software development tools, data base systems, utilities, and performance tools to ensure a complete development environment.

**Performance Objective No. 15:** The Contractor shall provide functional demos to ensure the developed system meets or exceeds the functional requirements at the request of the COR.

**Performance Objective No. 16:** The Contractor shall conduct testing to ensure software is capable of performing the requisite functions.

**Performance Objective No. 17:** The Contractor shall perform unit testing to include regression to ensure proper function prior to system development testing. Conduct SDT / SQT to ensure the software satisfies functional user

requirements. Develop a test plan prior to commencement of testing and test procedures (including test cases). Prepare a test report documenting the results of the SDT / SQT which shall include such items as error severity, proposed solution, schedule impact.

- Performance Measure: shall provide interim reports and final SDT / SQT test reports 10 working days after conclusion of SDT / SQT or as required by the COR.
- Performance Standard: 95% timely and accurate

**Performance Objective No. 18:** The Contractor shall provide technical advice, support and participate in SDDC conducted SAT's. Also provide test plans and test reporting as requested by the COR.

**Performance Objective No. 19:** The Contractor shall simulate the normal and peak loads the developed system will encounter in the operational environment.

- Performance Measure: the system will perform at the required level described in the system requirements.
- Performance Standard: the system performs within normal parameters.

**Performance Objective No. 20:** The Contractor shall provide system documentation and related materials, to include system description, source code, and requirements traceability matrix. Such documentation may include but not be limited to manuals, charts, diagrams, and figures.

- Performance Measure: documentation provided to Government (hard copy and electronic) fully describes the operation, function and maintenance of the delivered system.
- Performance Standard: 95% timely and accurate and in accordance with a Gunning Fog index of 10.
- Performance Measure: Documentation is accurate and comprehensive to include practical exercises to illustrate system functions.
- Performance Standard: Documents are delivered prior to deployment with no critical errors or material omissions.

**Performance Objective No. 21:** The Contractor shall deliver a fully executable system in accordance with the established delivery procedures.

- Performance Measure: provide executable system and its code that is fully operational, functional and abort free.
- Performance Standard: 95% timely and accurate.

### 3.5 Systems Integration

Systems Integration is bringing together diverse components such as hardware, software, telecommunications, data and processes to function as a cohesive system.

**Performance Objective No. 22:** The Contractor shall prepare an integration plan as specified by the COR.

- Performance Measure: Provides documented plan (hardcopy and electronic) within 10 days of design completion or as required by the COR.
- Performance Standard: 95% of the deliverables are timely and accurate.

**Performance Objective No. 23:** The Contractor shall implement and test integration points and/or interfaces as specified by the integration plan.

- Performance Measure: provide integration scenarios or code that is fully operational, functional and abort free.
- Performance Standard: the inputs and the functional processes performed on the inputs result in the expected outputs, with no critical errors when the code goes to IV&V.

Level of Severity	Type of Error	Corrective Action
1	Critical (failure) – The system crashed and will not function. There is no work around.	Fix Immediately

2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	Fix with next emergency release
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	Fix in next normal release schedule
4	Cosmetic – a nice to have; no effect on user performance system or design, such as incorrect color screen or different graphic	Fix as required by COR

### 3.6 Quality Assurance

Quality Assurance provides SDDC with appropriate visibility of the Contractor's IT and software quality processes and progress, and the level of quality assurance process maturity relative to the Software Engineering Institute – Capability Maturity Model (SEI-CMM).

**Performance Objective No.24:** The contractor shall prepare and submit a quality assurance plan to the Government for each program or project undertaken.

**Performance Objective No. 25:** The contractor shall implement the established quality assurance plans for the program or projects undertaken.

**Performance Objective No. 26:** The contractor shall, in a timely manner, inform all affected groups and individuals of the status of project quality and unresolved quality risks and non-compliance issues, and on relevant quality assurance activities, results and planned actions.

### 3.7 Information Assurance

Information Assurance involves assessing the security posture of select information systems and networks, to include new technologies, implementing any necessary changes to achieve certification/accreditation, and documenting any changes.

**Performance Objective No. 27:** The Contractor shall perform technical security reviews and network analysis to include but not be limited to scanning, testing, and auditing to determine system vulnerability.

**Performance Objective No. 28:** The Contractor shall perform security accreditation and certification as required by DoD Directive 5200.40.

**Performance Objective No. 29:** The Contractor shall assist Government in the development of IA policy and procedure documents as required, including but not limited to the AIS Security Plan.

**Performance Objective No. 30:** The Contractor shall administer the PKI process in accordance with applicable policies and regulations.

**Performance Objective No. 31:** The Contractor shall implement network and system changes as necessitated by IT security notifications or as required by Information Assurance Manager (IAM).

- Performance Measure: Contractor must comply with the appropriate security notifications on the system.
- Performance Standard: No security breach due to failure to implement changes required by security notifications.
- Performance Measure: Time to acknowledge receipt.
- Performance Standard: Acknowledge receipt of each security notification in accordance with its suspense. (See also AKM Guidance Memo #2 and AR 25-2.)
- Performance Measure: Time to successfully apply fix or patch.
- Performance Standard: Successfully apply fix or patch in accordance with the suspense date.

### 3.8 Independent Verification and Validation

Independent Verification & Validation (IV&V) involves an independent review of the software product for functional effectiveness and technical efficiency. This may include but not be limited to application testing, regression testing, usability testing, load testing, qualification system testing and documentation testing.

**Performance Objective No. 32:** The Contractor shall evaluate, recommend and implement testing tools and strategies as requested by the COR.

**Performance Objective No. 33:** The Contractor shall develop, maintain and upgrade testing scripts and TCRs.

- Performance Measure: Provide documented (hardcopy and electronic) test scripts and TCRs at least 10 days prior to scheduled test date or as specified by the COR.
- Performance Standard: 100% of the system requirements and any subsequent changes have a corresponding test case.

**Performance Objective No. 34:** The Contractor shall establish and maintain a test environment.

**Performance Objective No. 35:** The Contractor shall successfully execute and analyze all required test scripts and TCRs.

- Performance Measure: Provide test reports within 2 days of test completion or as otherwise specified by the test plan.
- Performance Standard: 95% of the deliverables are timely and accurate.

**Performance Objective No. 36:** The Contractor shall generate certification documentation.

- Performance Measure: Provides documents (hardcopy and electronic) within 10 days of test completion or as required by the COR.
- Performance Standard: 95% of the deliverables are timely and accurate.

### 3.9 Systems Deployment

System Deployment is the delivery of a completed production system to the using activity / community.

**Performance Objective No. 37:** The contractor shall provide subject matter expertise during initial deployment when requested by the COR. The Subject Matter Expert (SME) shall assist and/or provide target audiences with the requisite skills and expertise to perform/implement the required function.

**Performance Objective No. 2:** The contractor shall draft and implement Deployment Plan in accordance with published schedule.

- Performance Measure: Plan meets agency requirements.
- Performance Standard: 95% of the Plan's documentation meets or exceeds the Work Breakdown Structure (WBS) and facilitates the timely delivery of the system.

**Performance Objective No. 38:** The contractor shall deploy the system to include hardware, software and interfaces in accordance with published schedule and plan.

- Performance Measure: System is deployed on time and is functional.
- Performance Standard: The system contains no critical errors, no more than one level 2 errors or no more than five level 3 errors and is deployed within 2 calendar days beyond the published delivery date.
- Performance Measure: All architecture and functional requirements are met.
- Performance Standard: 99% of functionality is successfully implemented.

### 3.10 Change Management

Change Management (CM) is the means through which the integrity and traceability of the system are recorded, communicated, and controlled, during development and maintenance. Change management provides the methods

and tools to identify and control the system throughout its development and use. Activities include the identification and establishment of baselines; the review, approval, and control of changes; the tracking and reporting of such changes; the audits and reviews of the evolving system; and the control of interfaces documentation and project supplier CM.

**Performance Objective No. 39:** The Contractor shall develop and submit a comprehensive change management (CM) plan. The plan shall describe the methods used to maintain CM control over system baselines.

- Performance Measure: change management plan for all items in the PWS.
- Performance Standard: draft plan is submitted within 90 calendar days after award or as required by the COR.
- Performance Standard: final plan is complete, accurate and professionally sound and is submitted 15 calendar days after Government comments or as required by the COR.

**Performance Objective No. 40:** The Contractor shall implement and maintain an effective CM program in accordance with the published and approved plan.

**Performance Objective No. 41:** The Contractor shall support the Government CCB as required by the COR.

**Performance Objective No. 42:** The Contractor shall perform configuration change control analysis, status reporting, tracking and control of change actions in accordance with the change management plan.

**Performance Objective No. 43:** The Contractor shall provide version control support for program assets, including but not limited to documentation, source code, utilities, drivers and firm ware.

- Performance Measure: version management is performed as required in the PWS.
- Performance Standard: 100% timely and accurate.

### 3.11 Systems Operation and Maintenance

Systems Operation & Maintenance involves the operation, maintenance and administration of existing systems architectures, including hardware and software, applications, databases and operating systems.

**Performance Objective No. 44:** The Contractor shall provide system operation and maintenance to include but not be limited to release management, upgrades / patches / change packages (enhancement / fixes), problem reports, Tier 3 support and migration.

- Performance Measure: releases, upgrades, problem reports, Tier 3 tasks and migrations meet the established level of quality associated with the mission criticality for that maintenance activity.
- Performance Standard:

Level of Severity	Type of Error	Acceptable # of Occurrences	Corrective Action	Response Time
1	Critical (failure) – The system crashed and will not function. There is no work around.	0 per release / update	Fix Immediately	
2	Critical (non-failure) – System Glitch that causes erroneous results but there is a way to achieve system functionality, i.e., hard code system values verses dynamically assigning values.	1 per release / update	Fix with next emergency release	
3	Issue - System/Application is not functioning efficiently but functions within tolerance according to specifications, i.e., data transfer rate is 100 bytes/sec verses 110 bytes/sec.	5 – 10 per release / update	Fix in next normal release schedule	
4	Cosmetic – a nice to have; no effect on user performance system or design, such as	10 – 15 per release / update	Fix as required by COR	



	incorrect color screen, different graphic			
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**Performance Objective No. 45:** The Contractor shall provide systems administration services to include but not be limited to: backup, restore and recovery; Tier 2 support; data storage; service level agreements; data distribution; and basic administration of systems, applications and databases. This may involve:

- a. Daily incremental, weekly full on-site, and weekly full off-site storage tape backups;
  - b. Cataloging of tapes, maintaining tape inventory and sending / receiving tapes to / from off-site storage;
  - c. Performing restores as required.
- o Performance Measure: system backups are performed in accordance w/ schedule as provided. Restores are performed as required.
  - o Performance Standard: backup and restore completed successfully 100% of the time with no loss of data within the established time frame for that application or data set.
  - o Performance Measure: data are distributed in accordance with schedule as prescribed in MOU's, MOA's, TPA's, and service level agreements.
  - o Performance Standard: 100% compliance with the MOU's, MOA's, TPA's, and service level agreements.

**Performance Objective No. 46:** The Contractor shall monitor, maintain and report on system performance. Contractor shall perform tuning, troubleshooting and root cause analysis and benchmarking in accordance with established procedures.

- o Performance Measure: system availability.
- o Performance Standard: system availability shall meet or exceed the minimum requirement of 99.97%, excluding scheduled downtime.

### 3.12 Training Support

Training Support is the processes, procedures, techniques, training devices and equipment, and their application to a target audience to use, operate and support a system. This support includes but may not be limited to individual and group training; new equipment training; initial, formal, online or E-training; computer based training (CBT); on-the-job training; and logistic support necessary for the delivery of training.

**Performance Objective No. 47:** The contractor shall develop and conduct training for target audiences, and maintain training materials, as identified by the COR.

- o Performance Measure: Training content is adequate to train target audience.
- o Performance Standard: 75% of target audience trained can perform at the 85% proficiency level.

**Performance Objective No. 48:** The contractor shall provide the necessary training facilities such as, hardware, software, manuals, audio visual, network, to efficiently and effectively conduct subject training as required by the COR. All necessary facilities, equipment and logistical requirements are met.

**Performance Objective No. 49:** The contractor shall manage activity training programs to include collecting training data, updating training database, securing qualified instructors/facilitators. Courses for identified training needs must be accessible and available when requested.

### 3.13 Customer Support

Customer Support is the technical and subject matter on-site and on-call assistance to the internal and external users worldwide.

**Performance Objective No. 50:** The Contractor shall provide courteous service to include but not be limited to: log service requests, filter and route requests to experts as necessary, respond to and resolve requests within the hours of operations as specified by the COR.

- o Performance Measure: Initial response to a request within two (2) hours, and closeout as specified by the COR.

- Performance Standard: 95% of requests are closed within 24 hours or as specified by the COR.
- Performance Standard: No more than 10 valid customer complaints per month.

**Performance Objective No. 51:** The Contractor shall conduct trend analysis on a monthly basis for service requests and inquiries, or at a frequency as specified by the COR.

- Performance Measure: Provide trend analysis report (hard copy and electronic) within 2 working days of scheduled reporting period, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 52:** The Contractor shall establish and maintain a knowledge base of problem resolutions, as required by the COR, related to service requests and inquiries.

**Performance Objective No. 53:** The Contractor shall provide Tier 2 customer support as required by the COR.

- Performance Measure: Response timeliness and effectiveness.
- Performance Standard: Respond within 2 hours of notification and correct problem within agreed upon timeframe.

### **3.14 Network Operations Support**

**Network Operations Support** includes **Network Administration, Remote Site System Support, and Desktop Support.**

#### **3.14.1 Network Administration**

Network Administration (of hardware and applications) involves network-based accounts maintenance, network (hardware and software) performance management, and network systems administration.

**Performance Objective No. 54:** The contractor shall establish and maintain user accounts. All users must be able to authenticate and gain file/directory access.

**Performance Objective No. 55:** The contractor shall manage network related hardware and application performance (24 / 7 capability to all users, as per existing protocols), such as load balancing, software patches and problem resolution.

- Performance Measure: Network related hardware and Applications must be available to users
- Performance Standard: Network related hardware and applications available 99.5% per quarter, downtime not to exceed 2 hours per occurrence (excludes scheduled downtime for maintenance/upgrades)
- Performance Measure: Firewall / LAN uptime.
- Performance Standard: 99.5% uptime quarterly (excludes scheduled maintenance downtime.
- Performance Measure: Firewall intrusion detection and protection.
- Performance Standard: Intrusion detection and protection in accordance with applicable industry standards.
- Performance Measure: Time to troubleshoot; provide problem diagnosis and LAN problem resolution.
- Performance Standard: Diagnose and resolve LAN or WAN source of problem within 2 hours.

**Performance Objective No. 56:** The contractor shall Create and maintain systems administration documentation to include but not be limited to logbooks and procedure documentation.

**Performance Objective No. 57:** The contractor shall Perform scheduled preventive maintenance of all hardware, and software.

**Performance Objective No. 58:** The contractor shall Troubleshoot network operating system software.

**Performance Objective No. 59:** The contractor shall Provide continuous monitoring and trend analysis of LAN / WAN performance

**Performance Objective No. 60:** The contractor shall Implement approved system and network design changes, system upgrades or equipment replacement as a surge requirement, over and above normal operations. Such support will be planned to minimize disruption of day-to-day operations.

**Performance Objective No. 61:** The contractor shall Monitor and report issues related to air conditioners, air conditioner chillers, generators, uninterrupted power supply units, and fire alarms to SDDC personnel.

#### 3.14.2 Remote Site System Support

Remote Site System Support involves providing LAN / WAN (and related equipment) support to remote SDDC locations, both remotely and on-site.

**Performance Objective No. 62:** The contractor shall provide pre-event, post-event and operational IT support for secondary support sites, to include meetings, conferences and symposia. IT support will include operation, setup and teardown of location LAN, PCs, other hardware, SDDC WAN connections, Internet connectivity (including e-mail capability), printer capability.

- Performance Measure: Time to arrive on site following notification
- Performance Standard: Arrive within 24 hours for CONUS locations; within 48 hours for OCONUS locations

**Performance Objective No. 63:** The contractor shall maintain remote site LAN (including e-mail capability), PCs, other hardware, SDDC WAN connection, Internet connectivity, and printer capability, as required.

- Performance Measure: Time to diagnose problems and restore hardware or software capability
- Performance Standard: System capability diagnosed, provided or system restored within 2 hours if no part is required or within 2 hours after the availability of parts.

#### 3.14.3 Desktop Support

Desktop Support involves configuration, maintenance, and troubleshooting of desktop platforms.

**Performance Objective No. 64:** The contractor shall perform workstation (Windows, NT, Sun, Unix, Linux) upgrades, new workstation setup/installations and / or replacement of workstations and peripherals, troubleshoot analysis, diagnosis, and resolution of workstation and peripheral problems in accordance with SDDC standard configuration.

- Performance Measure: Service requests closed
- Performance Standard: (Parts availability assumed, if a factor): 95% of Tier 2 tickets closed within 48 hours; with no tickets taking longer than 5 work days to close (this does not include cases where replacement or warranted parts are required)
- Performance Measure: Time to complete single installations
- Performance Standard (Parts availability assumed, if a factor): 95 % of single setup/installation completed within the time and priority mutually agreed upon between the Government and the contractor
- Performance Measure: Time to complete upgrades
- Performance Standard (Parts availability assumed, if a factor): 95 % of upgrades completed within the time and priority mutually agreed upon between the Government and the contractor
- Performance Measure: Time to perform workstation troubleshoot, analysis, diagnosis and resolution (unless parts ordering is required)
- Performance Standard (Parts availability assumed, if a factor): 95 % of workstation service requests are responded to within 2 hours.

### 3.15 **Data Management**

Data Management involves making data assets visible and accessible, enabling data to be understandable, enabling data to be entrusted, supporting data interoperability, and being responsive to user needs. This includes, but is not limited to: Data Translation, Data Integration, Data Reconciliation, Data Administration, Data Storage, Data Warehousing, Data Mining, Data Reporting and Analysis.

**Performance Objective No. 165:** The Contractor shall perform data asset identification, data asset standardization, and description of enterprise data assets with metadata.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 66:** The Contractor shall maintain data quality through the translation, integration and reconciliation of enterprise data structures and values as required.

**Performance Objective No. 67:** The Contractor shall support data utilization, such as data mining and data warehousing.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 68:** The Contractor shall support the data management planning, including but not limited to Data Administration Strategic Planning, Enterprise Data Model maintenance, establishing and maintaining enterprise data asset policies and procedures, and publishing data requirement specifications.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 69:** The Contractor shall establish and maintain a data asset inventory to include a dictionary, mapping to logical models, mapping to physical models, and mapping to translations.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

**Performance Objective No. 70:** The Contractor shall provide data asset reporting to include, but is not limited to, data change impact analysis.

- Performance Measure: provide results (hard copy and electronic) within 10 working days of completion of assignment, or as specified by COR.
- Performance Standard: 98% of deliverables are timely, complete, professionally sound and accurate.

### **3.16 Content Management**

Content Management includes records management (such as Freedom of Information Act, Visual information, electronic forms, printing and publication), document management, and knowledge management.

**Performance Objective No. 71:** The Contractor shall design, develop, test and implement electronic media (e.g., electronic forms, web pages, e-brochures).

- Performance Measure: the system performs within parameters established by the COR, without system degradation.
- Performance Standard: 95% timely and accurate

**Performance Objective No. 72:** The Contractor shall maintain currency, accuracy, and security of content at the frequency and level of security as specified by the COR.

**Performance Objective No. 73:** The Contractor shall provide access to content on a schedule specified by the COR.

### **3.17 Multimedia Support**

Multimedia Support involves the operation and maintenance of video teleconferencing (VTC), graphics, and multimedia equipment, software and information.

**Performance Objective No. 74:** The Contractor shall setup, operate, support, maintain, upgrade, of SDDC VTC facilities. VTC Operators / maintainers must have TS / SCI clearance.

- Performance Measure: VTC availability, once notified by Government of requirement.
- Performance Standard: The VTC is operational and available 99.5% of the time, within two hours of notification.

**Performance Objective No. 75:** The Contractor shall support teleconferencing requirements and Conference Bridge requirements as they arise. When the requirement is received, the contractor shall set up the Conference Bridge sufficiently in advance to test its functionality. The Contractor shall be in stand-by mode during the teleconference.

**Performance Objective No. 76:** The Contractor shall provide graphics support using SDDC defined standards. This includes but is not limited to artwork, layout and design.

- Performance Measure: Timeliness of briefing packages and other graphics deliverables. (See SDDC Graphics / briefing standard for guidance.)
- Performance Standard: 99% of all deliverables accurate and ready on time in accordance with negotiated delivery time.

**Performance Objective No. 77:** The Contractor shall update the COTS graphics package and library of graphic presentations as requested by the COR.

**Performance Objective No. 78:** The Contractor shall provide graphic support to the end-user community as required by the COR.

**Performance Objective No. 79:** The Contractor shall support a fully equipped graphics laboratory as required by the COR.

**Performance Objective No. 80:** The Contractor shall provide multimedia event support as required.

**Performance Objective No. 81:** The Contractor shall provide multimedia equipment maintenance.

### **3.18 Telecommunications Support**

Telecommunications Support includes providing support of Circuits, PBX, Crypto Systems, Satellite, mobile communications and other telephony support.

**Performance Objective No. 82:** The Contractor shall operate and maintain telecommunication services to support SDDC, as required by the COR. These services may include but not be limited to: PBXs (Private Branch Exchanges), voice mail systems, mobile communications, fiber optic, satellite, and other associated telephonic systems.

**Performance Objective No. 83:** The Contractor shall provide hardware and software technical assistance for moves, additions, and changes of telephone equipment, fault isolation, system analysis, cabling and wiring support, and other related support in accordance with COR instructions and negotiated timeframes.

**Performance Objective No. 84:** The Contractor shall monitor and analyze phone traffic for call legitimacy and cost.

- Performance Measure: Percentage of erroneous or irregular calls reported monthly
- Performance Standard: 100% of erroneous or irregular calls reported.

### **3.19 Emergency Management**

Emergency Management consists of planning, simulation, and implementation for contingencies arising from emergencies, disasters, or other catastrophic events.

**Performance Objective No. 85:** The Contractor shall perform contingency operations planning for SDDC IT systems as required by the COR. The plan will include but not be limited to: Crisis emergency management (onsite, offsite) (technical, functional), disaster recovery, pre and post emergency operations requirements, and fail-over management.

- Performance Measure: Simulation and exercising of emergency plan as requested by the COR.
- Performance Standard: 100% successful demonstration of the established plan.

**Performance Objective No. 86:** Contractor shall provide support to the Government during emergency operations in accordance with approved contingency operations plans.

### **3.19 Logistics**

Logistics is the planning, coordination, distribution, reutilization and accountability of IT materials or established services.

**Performance Objective No. 87:** The Contractor shall provide logistics support to include but not be limited to technical publication support (copying, collation, printing, binding, presentation materials) as required by the COR.

**Performance Objective No. 88:** The Contractor shall distribute various types of materials such as CD ROM, documents, PC's, and peripherals as required by the COR.

**Performance Objective No. 89:** The Contractor shall account for equipment, including sorting, shipping, and return for equipment as required by the COR.

## **4.0 SPECIAL CONTRACT REQUIREMENTS**

### **4.1 Security**

#### **4.1.1 Security Related to Personnel**

If the Government notifies the Contractor that the employment or the continued employment of any Contractor employee is prejudicial to the interests or endangers the security of the United States of America, the Contractor shall make any changes necessary in the appointment(s).

### **4.2 Safety**

## **5.0 CONTRACT ADMINISTRATION**

The Administrative Contracting Officer (ACO) performing contract administration for this contract will be:

Name:

Address:

Phone Number:

Fax Number:

Email Address:

The ACO does not have the authority to change any terms and conditions of this contract. The Procuring Contracting Officer will make changes within scope of work by a properly signed written modification of the contract.

## **Appendix A**

### **Applicable Documents**

#### **FEDERAL AND DOD REGULATIONS**

Code of Federal Regulations, 29 CFR, Labor, Part 4, Labor Standards for Federal Service Contracts, 27 October 1983

Code of Federal Regulations, 29 CFR, Labor, Part 1910, Occupational Safety & Health, 1 July 2002

Federal Acquisition Regulation (FAR), Volume I, Parts 1 to 51, September 2001

Federal Acquisition Regulation (FAR), Volume II, Parts 52, 53, & Index, September 2001

Joint Travel Regulation (JTR), Volume 2, 1 May 2003

JFTR (Joint Federal Travel Regulation).

Defense Federal Acquisition Regulation Supplement (DFARS), 17 August 1998

DoD Regulation 5200.1-R, Information Security Program Regulation.

#### **ARMED SERVICES REGULATIONS**

Army Federal Acquisition Regulation Supplement (AFARS), October 2001

AR 380-5, Department of the Army Information Security Program.

AR 380-20, Restricted Areas.

AR 385-40, Accident Reporting and Records, 1 November 1994

AR 700-141, Hazardous Material Information System.

AR 735-5, Policies and Procedures for Property Accountability, 10 June 2002

SDDC Regulation 37-10, Financial Management-Contract Pay, 1 May 1989

SDDC Regulation 190-1, SDDC Security Program

SDDC Regulation 715-1, SDDC Procurement Instructions.

#### **PUBLICATIONS**

FM 19-30, Physical Security.

SDDCEA PAM 37-1, Financial Administration

#### **FORMS**

## Appendix B

### Glossary of Terms

Acquisition Plan (AP) - A documented strategy for developing and managing an acquisition. The AP documents the efforts of all personnel responsible for the acquisition and integrates these efforts into a comprehensive plan for fulfilling the agency need in a timely manner and at reasonable cost.

Agents - Includes subcontractors or other persons engaged by the Contractor to perform work or service under this contract.

Automatic Test Equipment (ATE) - Measures functional or static parameters to evaluate equipment performance. May be designed to perform fault isolation to piece part level. Performs decision making, control, or assessment functions with minimal human intervention.

Built In Test Equipment - Any test, measurement, or diagnostic device built in as an integral part of a component item, subsystem, or system and used to evaluate the operational condition of that item or to identify/isolate a malfunction.

Classified - Official information or matter in any form or of any nature which requires protection in the interest of national security

Component - A discrete part of a Printed Circuit Board (PCB); i.e. transistor, capacitor, resistor, inductor, or integrated circuit, etc.

Configuration Management (CM) - A discipline applying technical and administrative direction and surveillance to:

- a. Identify and document the functional and physical characteristics of a Configuration Item (CI).
- b. Control changes to those characteristics.
- c. Record and report change processing and implementation status.
- d. Audit the CI to verify conformance to specifications, interface control documents and other contract requirements.

Configuration Item (CI) - An aggregation of hardware, software and/or firmware or any of its discrete portions which satisfies an end-use function and is designated by SDDC. CIs may vary widely in complexity, size and type, from an electronic system to a test meter. SDDC considers an entire site to be a CI with all electronic mission/support hardware, software and/or firmware under CM control.

Contingency or Contingency Operation - A situation involving the deployment of military forces in response to natural disasters, terrorists or subversive activities, collapse of law and order, political instability, or military operations. Due to the uncertainty of the situation, contingencies requires plans, rapid response and special procedures to ensure the safety and readiness of personnel, installations and equipment.

Contracting Officer - The person executing a contract on behalf of the Government, and any other military or civilian employee who is properly designated Contracting Officer. The term includes the authorized representative of a Contracting Officer acting within the limits of his authority.

Contractor Furnished Equipment -

DoD Components - For the purpose of this regulation, DoD components include the Office of the Secretary of Defense, the Organization of the Joint Chiefs of Staff, the Unified and Specified Commands, the Military Departments, the Military Services, and the Defense Agencies.

Facilities - Pertains to the building/structures, architectural components, utility systems, equipment and devices at fixed and tactical sites used to support the mission equipment and operation of the unit/site. Includes: systems and equipment associated with the power service/power plant, heating, air conditioning, ventilation, automatic control



systems, plumbing, water treatment, technical and utility power systems, lighting systems, grounding, lighting systems, and lightning protection systems, fire alarms, fire detection, and suppression systems, intrusion detection and access control systems, destruction equipment and security (lighting, sensors, other intrusion/alarm) systems and related piping, wiring, electrical controls, and distribution systems.

Government Furnished Equipment - The equipment, facilities, and supplies to be furnished by the Government for contractor use during the performance of this contract

Hazardous and/or Dangerous Material - Material consisting of explosives, flammable substances, toxic chemicals, sources of ionizing radiation of radiant energy, oxidizing material, or corrosive material which, because of its nature, is dangerous to store or handle. Dangerous material is any material specified by the Interstate Commerce Commission, Federal Aviation Agency, U. S Coast Guard, U. S, Agriculture Department, U. S. Public Health Service, and federal or military documents which, under conditions incident to transportation, is liable to cause fires, create serious damage by chemical action, or create a serious transportation hazard. It includes explosives, flammables, corrosives, combustibles, oxidizing material, poisons, compressed gasses, toxics, unduly magnetic material, biologicals and radiologicals, pests and diseases, and substances associated therewith presenting real or potential hazards to life and property.

In-Process Review (IPR) - A review of a project or program at pre-determined intervals to evaluate costs, performance, manning, and other issues.

Integrated Booking System (IBS) - Provides a single, worldwide, automated booking system to support peacetime and wartime movement of unit and sustainment cargo, in an efficient and timely manner. IBS also supports SDDC business practices by automating the booking process between DOD shippers and ocean carriers.

Integrated Computerized Deployment System (ICODES) - A computer based automated stow planning system that assists in loading unit equipment and other types of cargo on vessels.

Julian Date - A four digit number indicating the year and date, e.g., 9128 would indicate May 8. 1999.

Out-of-pocket Costs The method by which the Government compensates the contractor for the furnishing of equipment, materials, supplies or services that the Government throughout this statement of work has indicated intent to furnish. In addition to reimbursement for actual cost, the contractor shall be reimbursed for any transportation expense associated with the furnishing of materials, equipment, supplies or services compensated under the out of pocket provision.

Performance Requirements Summary (PRS) - The listing of critical performance indicators, standards, and acceptable quality levels used in evaluating the contractor's performance.

Principle Period Of Maintenance (PPM) - Duty hours in which maintenance is performed.

Program Management (PM) - Systematic process through which specific projects are planned, programmed, implemented, controlled, managed, and documented to ensure maximum effective utilization of available resources.

Quality Control Inspection Program Plan - A formal document prepared by the contractor that contains specific performance standards, methods, and frequency of inspections, assignment of responsibility, and manner of record preservation to support the Quality Control Inspection Program.

Quality Control Program - A formal internal control program prepared by the contractor to ensure consistent satisfactory performance of the terms and conditions of the contract.

System - Electronic, electro-mechanical and/or mechanical equipment including antennas, amplifiers, cables, RF distribution systems, receivers, processors, computer hardware, integrated Test, Measurement and Diagnostic Equipment (TMDE), Built In Test Equipment (BITE), equipment interfaces, power, electrical grounding, heating, ventilation and air conditioning (HVAC) combined to perform a specific function.

Technical Interchange Meeting (TIM) - A scheduled meeting between government and contractor personnel for which the purpose is transmission or exchange of technical information, the subsequent discussions, as well as any conclusions, decisions, or action items which may result.

Unit/Site - A location/unit identifier, which specifies where a contract action will be required, used interchangeably throughout this WS, and other contract documents.

Worldwide Port System - A computerized system used to enter, document, and trace all import and export DOD-sponsored cargo processed through SDDC controlled and/or contracted ports.

## **Acronyms**

AR	Army Regulation
AQL	Acceptable Quality Level
CDRL	Contract Data Requirement List
CFE	Contractor Furnished Equipment
CONUS	Continental United States
COR	Contracting Officer's Representative
COTS	Contractor Off-The-Shelf
DFAS	Defense Finance and Accounting Service
DHCP	Dynamic Host Configuration Protocol
DID	Data Item Description
DII COE	Defense Information Infrastructure Common Operating Environment
DNS	Domain Name System
GFE	Government Furnished Equipment
GFI	Government Furnished Information
IMS	Information Management System
IT	Information Technology
IASO	Information Assurance Security Officer
IAVA	Information Assurance Vulnerability Assessment
JTR	Joint Travel Regulation
KO	Contracting Officer
MSDDC	Military Surface Distribution Command
NIPRNET	Non-classified Internet Protocol Router Network
NOTES	LOTUS Development Corporation Software
OCONUS	Outside of the Continental United States
POC	Point of Contact
PPM	Principle Period of Maintenance
PM	Program Manager
PWS	Performance Work Statement
SIPRNET	Classified Internet Protocol Router Network
SOP	Standard Operating Procedure
TO	Task Order
TIMS	Technical Interchange Meetings
WINS	Windows Internet Naming Service

## **Appendix C**

### **List of Acronyms & Abbreviations**

ACO - Administrative Contracting Officer

C/C: command & control

CFR - Code of Federal Regulations

CO - Contracting Officer

CONUS - Continental United States

COR - Contracting Officer's Representative

COTR - Contracting Officer's Technical Representative

DDN - Defense Data Network

DHS – Department of Homeland Security

DOD - Department of Defense

DODAAC - Department of Defense Activity Address Code

DPSC - Defense Personnel Support Center

DSN - Defense Switched Network

DTS - Defense Transportation System

FORSCOM - United States Army Forces Command

HAZMAT: hazardous materials

IAW - In Accordance With

IBS - Integrated Booking System

ICODES - Integrated Computerized Deployment System

ISO - International Organization of Standardization

JDS - Joint Deployment System

LOGMARS - Logistics Application of Automated Marking and Reading of Symbols

MSC - Military Sealift Command

NLT - Not Later Than

NSP - Not Separately Priced

OSHA - Occupational Safety and Health Act/Administration

PBCR - Portable Bar Code Reader

PCO - Procuring Contracting Officer

PWS - Performance Work Statement

RFID - Radio Frequency Identification (Tag)

TAC - Transportation Account Code

TCMD - Transportation Control and Movement Document

TCN - Transportation Control Number

TMD - Traffic Management Division

TSA – Transportation Security Administration

TTBDE - Terminal Transportation Brigade

TTBN - Terminal Transportation Battalion

USCG – United States Coast Guard

WPS - Worldwide Port System